



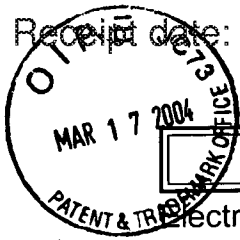
Electronic Filing System (EFS) Data  
Electronic Patent Application Submission  
USPTO Use Only

EFS ID: 57285  
Application ID: 10735470  
Title of Invention: METHOD AND APPARATUS FOR  
PROVIDING INTEGRATED  
CUSTOMER CARE AND WORK-  
FLOW MANAGEMENT  
First Named Inventor: Anand Kumar  
Domestic/Foreign Application: Domestic Application  
Filing Date: 2003-12-12  
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Statement  
Filing Type:  
Confirmation number: 4313  
Attorney Docket Number: 717841.4




Total Fees Authorized:

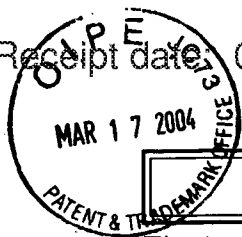
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TRANSMITTAL

Electronic Version v1.1  
Stylesheet Version v1.1.0

<b>Title of Invention</b>	<b>METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT</b>							
<p>Application Number: 10/735470 </p> <p>Date: 2003-12-12</p> <p>First Named Applicant: Anand Kumar</p> <p>Confirmation Number: 4313</p> <p>Attorney Docket Number: 717841.4</p>								
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Submitted by:	Elec. Sign.	Sign. Capacity						
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney						
<p>Documents being submitted</p> <p>us-ids</p>		<p>Files</p> <p>nisc4-usidst.xml</p> <p>us-ids.dtd</p> <p>us-ids.xsl</p>						
<p>Comments</p>								



# ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of  
Invention

METHOD AND APPARATUS FOR PROVIDING  
INTEGRATED CUSTOMER CARE AND WORK-FLOW  
MANAGEMENT

Application Number: 10/735470



Confirmation Number: 4313

First Named Applicant: Anand Kumar

Attorney Docket Number: 717841.4

Search string: ( 6519571 or 5943656 or 6526409 or 6141651  
or 6453038 or 6334116 or 6317718 or 6182060  
or 20030065529 or 20020156797 or  
20030028451 or 20030023453 or 20020198629  
or 20010024497 or 20030069780 or  
20030009401 or 20020188497 ).pn.

## US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/J.P./	1	6519571	2003-02-11	Guheen, et al.			
↓	2	5943656	1999-08-24	Crooks, et al.			
↓	3	6526409	1996-09-10	Leenstra, et al.			
↓	4	6141651	2000-10-31	Riley, et al.			
↓	5	6453038	2002-09-17	McFarlane, et al.			
↓	6	6334116	2001-12-25	Ganesan, et al.			
↓	7	6317718	2001-11-13	Fano			
/J.P./	8	6182060	2001-01-30	Hedgcock, et al.			

## US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
/J.P./	1	20030065529	2003-04-03	Pitchaikani, et al.			



<del>/J.P./</del>	2	20020156797	2002-10-24	Lee, et al.
<del>/</del>	3	20030028451	2003-02-06	Ananian
<del>/</del>	4	20030023453	2003-01-30	Hafen, et al.
<del>/</del>	5	20020198629	2002-12-26	Ellis
<del>/</del>	6	20010024497	2001-09-27	Campbell, et al.
<del>/</del>	7	20030069780	2003-04-10	Hailwood, et al.
<del>/</del>	8	20030009401	2003-01-09	Ellis
/J.P./	9	20020188497	2002-12-12	Cerwin

Signature

Examiner Name	Date
/John Preston/	01/06/2011

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /J.P./